

LOOP QUAL SYSTEM OVERVIEW

For SWB/PB/NB/SNET

CURRENT LOOP QUAL PROCESS

Loop Qual (Qualification) is an application and associated database that automates the loop qualification process for DSL products by providing representative loop make up. To accomplish this end, there are a variety of interfaces and methods provided to the CLEC (Verigate, LSPAccess, LSPWest, and EDI/CORBA). Loop Qual will accept four different types of loop make up inquiries (Design, Actual, new Manual and existing Manual) based on address and provide Loop Make Up (LMU) data in return.

Design Query: Perform a detailed loop qualification using a pre-ordering validated address to obtain *design* results. Design results are based on "worst case" information for all loops in a specific Distribution Area.

Retrieve MLR: Query the Universal Tracking System database by Service Address for results of a previous Manual Loop Request (MLR).

Request MLR: Refer a qualification request to the Engineers. This will require the following steps:

- a. Submit the referral upon completion of an initial detailed loop qualification (Design or Actual).
- b. Provide initial acknowledgement response
- c. Return results to the requesting CLEC via e-mail

Actuals Query: Perform a detailed loop qualification using a pre-ordering validated address to obtain *actual* Loop Make-Up results from LFACS.

Pre-Ordering Functions

In the Pre-Ordering phase, in the SWBT, PB/NB, and SNET Regions, the middleware service will receive a request for Loop Information via an EDI/CORBA, LSPAccess, LSPWest or Verigate transaction that contains the address of the Customer for which information is being requested.

Design Query

Loop Qual searches for the submitted address (or telephone number) in its Design database and returns a qualification status based on theoretical design point information. The database is refreshed monthly. The specific LMU returned is based on the worst case loop to the distribution area.

LOOP QUAL SYSTEM OVERVIEW

For SWB/PB/NB/SNET

Actuals Query

Loop Qual searches for the submitted address in the LFACS database and returns a loop makeup (LMU) based on an actual loop in the serving terminal. If the service address is not found in the LFACS database then Design LMU will be returned. In the event no actual or design data is available from either LFACS or the Design database, a message will be returned as part of the response with this indication.

Request MLR

Loop Qual generates a request to Engineering for LMU to be pulled and a populated in an electronic form. The LMU data is then stored in the Universal Tracking Database (UTDB) and an e-mail containing the same information is sent back to the request originator.

Retrieve MLR

The user may option to retrieve a previously completed MLR from the UTDB. If an MLR record exists in the UTDB for the service address in question it will be returned and displayed. Otherwise a 'MLR does not exist' message is returned.

Ordering Functions

As part of the Ordering phase of Service Negotiation, LASR will invoke an application-to-application request to the middleware service to obtain Loop Information.

The middleware service will make an initial query to UTDB based on the address received to determine if Loop Make Up (LMU) is available for the specified address.

In the event LMU information is not available in UTDB the above information will be obtained from the Design Data currently available in Loop Qual. The middleware service will obtain this data by sending a query to the Loop Qual subsystem to obtain a design data result.

**** With the December 9, 2000 release of LASR, LFACS will also be queried for results. UTDB will be queried first, LFACS second and Design last.

In the event no UTDB, LFACS or design data is available, a message will be returned as part of the response with this indication.

LOOP QUAL SYSTEM OVERVIEW

For

SWB/PB/NB/SNET

FUTURE LOOP QUAL PROCESS

One of the major efforts for the Loop Qual process in the SWB/PB/NB/SNET regions will be to take advantage of the future mechanized data as it is populated per the xDSL POR. In the xDSL POR, SBC committed to increasing the percentage of actual loop makeup data available. The POR states:

Further, SBC will launch an effort to populate loop make-up data in mechanized systems where it does not exist so that the percent of actual data becomes consistent with the level of actual data in the Ameritech region. This project will begin in July 2000 but, because of the massive amount of data to be converted, could take 4-6 years to complete.

LOOP QUAL SYSTEM OVERVIEW

For Ameritech

CURRENT LOOP QUAL PROCESS

Loop Qual (Qualification) is an application and associated database that automates the loop qualification process for DSL products by providing representative loop make up. To accomplish this end, there are a variety of interfaces and methods provided to the CLEC (TCNet GUI and EDI). Loop Qual will accept an Actual loop make up inquiry based on address or telephone number and provide Loop Make Up (LMU) data in return.

Actuals Query: Perform a detailed loop qualification using a pre-ordering validated address to obtain *actual* Loop Make-Up results from production LFACS and ARES.

Pre-Ordering Functions

In the Pre-Ordering phase, AIT will receive a request for Loop Information via an EDI or TCNet GUI transaction that contains the address or telephone number of the Customer for which information is being requested.

Actuals Query

Loop Qual searches for the submitted address or telephone number in the LFACS and ARES databases and returns a loop makeup (LMU) based on an actual loop in the serving terminal. The Actual Query provides the most current and up-to-date mechanized results that are available.

Ordering Functions

Currently, AIT does not perform a mechanized loop qualification inquiry during the Ordering process. However, with the AIT December 2, 2000 EDI Ordering release, the ordering process will include the following loop qual function:

As part of the Ordering phase of Service Negotiation, MOR will invoke an application-to-application request to the middleware service to obtain Loop Information.

The middleware service will make a query to the LFACS and ARES databases based on the address received to determine if Loop Make Up (LMU) is available for the specified address. The middleware service will return the requested information.

LOOP QUAL SYSTEM OVERVIEW

For Ameritech

FUTURE LOOP QUAL PROCESS

AIT will be adding the following inquiries with the Uniform POR March 2001 release. This will make the Ameritech loop qual process more consistent with the SWB/PB/NB/SNET process and will be the foundation for the common 13-state loop qual process.

Archived Actuals: Perform a detailed loop qualification using a pre-ordering validated address to obtain *archived actual* results. Archived Actual results are based on the production LFACS/ARES information but are refreshed monthly.

Retrieve MLR: Query the Loop Qual database by Service Address for results of a previous Manual Loop Request (MLR).

Request MLR: Refer a qualification request to the Engineers. This will require the following steps:

- a. Submit the referral upon completion of an initial detailed loop qualification (Archived Actuals or Actuals).
- b. Provide initial acknowledgement response
- c. Return results to the requesting CLEC via e-mail

Archived Actuals

Loop Qual searches for the submitted address (or telephone number) in its archived actuals database and returns a qualification status. The archived actuals inquiry will generally provide a faster response than the actuals inquiry against the LFACS and ARES production databases. The database is refreshed monthly.

Request MLR

Loop Qual generates a request to Engineering for LMU to be pulled and a populated in an electronic form. The LMU data is then stored in the Loop Qual database and an e-mail containing the same information is sent back to the request originator.

Retrieve MLR

The user may option to retrieve a previously completed MLR from the database. If an MLR record exists in the database for the service address in question it will be returned and displayed. Otherwise a 'MLR does not exist' message is returned.

**Ameritech
LSC/LOC
Escalation and Expedite Guidelines and Contacts
Line Sharing**

Date: **November 7, 2000**

The purpose of this document is to provide our Customers with clear and concise information regarding interface processes for Escalations and Expedites within the Local Service Center prior to the due date. Escalations and Expedites on or after the due date will continue to be handled by the Local Operations Center (LOC):

Definitions:

- **Expedites** are defined as orders that fall into one of the following categories:
 - Medical Emergencies
 - Out-of-Service (not a repair problem)
 - Interconnect Trunks \geq 85% capacity or blocked (*For additional information refer to the CLEC Handbook*)
- **Escalations** are defined as issues, problems, and service requests that are not meeting CLEC expectations in problem resolution at the service representative level.

What we need from you:

- PON #
- Telephone #
- Due Date
- Contact Name
- Contact Telephone #
- Clear Definition of Issue
- Complete & Accurate Service Order Request

What you can expect from us:

- Courteous Response
- Call Back in an appropriate time frame
- Accurate and Timely Resolution

Hours of Operation:

The LSC teams are available Monday through Friday **8:00 AM to 5:30 PM CST**, excluding holidays. In the event an escalation or expedite is necessary out of hours, you can call the Local Operations Center on **800-220-4818**.

Holidays (Non-Business Days)

- | | |
|--------------------|----------------------------|
| - New Years Day | - Labor Day |
| - Presidents Day | - Thanksgiving Day |
| - Memorial Day | - Thanksgiving (Day After) |
| - Independence Day | - Christmas Day |

Contact Names & Telephone Numbers:

Local Service Center (LSC):

Customer Care Manager (s):	Manager On Duty	Tel: 888-729-1458
Area Manager:	Barbara Perschbacher	Tel: 414-224-5929 Pgr: 860-820-5609
General Manager:	Kathy Wilkenson	Tel: 414-227-2990 Pgr: 888-417-5744
Vice President:	Susan West	Tel: 312-335-6532 Pgr: 888-962-5791

Local Operations Center (LOC) *(For additional information refer to the CLEC Handbook)*

Area Manager:	Diana Luenburg	Tel: 414-773-5823 Pgr: 414-318-4879
General Manager:	Debi Pipkin-Stendler	Tel: 414-773-5820 Pgr: 414-558-4309
Vice President:	Ivy Stern	Pgr: 312-867-4342 Tel: 800-800-9725

**Nevada Bell
LSC/LOC
Escalation and Expedite Guidelines and Contacts
Line Sharing**

Date: **November 13, 2000**

The purpose of this document is to provide our Customers with clear and concise information regarding interface processes for Escalations and Expedites within the Local Service Center prior to the due date. Escalations and Expedites on or after the due date will continue to be handled by the Local Operations Center (LOC):

Definitions:

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Hours of Operation:

The LSC teams are available Monday through Friday **8:00 AM to 5:00 PM PST**, excluding holidays. In the event an escalation or expedite is necessary out of hours, you can call the Local Operations Center on **800-565-5504**.

Holidays (Non-Business Days)

- | | |
|--------------------|----------------------------|
| - New Years Day | - Labor Day |
| - Presidents Day | - Thanksgiving Day |
| - Memorial Day | - Thanksgiving (Day After) |
| - Independence Day | - Christmas Day |

Contact Names & Telephone Numbers:

Local Service Center (LSC): 800-799-2793

Customer Care Manager(s):	Tamara Smith	Tel: 775-334-1475 Pgr: 888-351-8693
Area Manager:	Kris Wells	Tel: 775-333-3300 Pgr: 888-261-9422
General Manager:	Connie Mc Grue	Tel: 415-545-7551 Pgr: 877-488-4828

Local Operations Center (LOC) *(For additional information refer to the CLEC Handbook)*

Area Manager:	Lindsay Gomes	Tel: 775-333-2202 Pgr: 888-825-3070
General Manager:	Sam Tenerelli	Tel: 626-578-4766 Pgr: 888-691-5605

**Pacific Bell
LSC/LOC
Escalation and Expedite Guidelines and Contacts
Line Sharing**

Date: **November 13, 2000**

The purpose of this document is to provide our Customers with clear and concise information regarding interface processes for Escalations and Expedites within the Local Service Center prior to the due date. Escalations and Expedites on or after the due date will continue to be handled by the Local Operations Center (LOC):

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Hours of Operation:

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Holidays (Non-Business Days)

- | | |
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Contact Names & Telephone Numbers:**Local Service Center (LSC): 800-458-4477**

Customer Care Manager(s):	Christy D'Onofrio ---ASI	Tel: 714-284-2099
		Pgr: 714-432-2461
	Marsha Fenton --- ASI	Tel: 714-284-2099
		Pgr: 714-432-2039
	Michelle Caballero --- COVAD	Tel: 714-284-3798
		Pgr: 714-432-2442
Area Manager:	Barbara Hunt --- Northpoint	Tel: 714-284-3798
		Pgr: 714-432-2053
General Manager:	Melynda Saddenbergh --- Rhythms	Tel: 415-542-1096
		Pgr: 415-443-0084
Area Manager:	Mike McLaughlin	Tel: 714-687-7700
		Pgr: 888-894-0720
General Manager:	Victoria Murray	Tel: 714-284-3400
		Pgr: 877-772-3930

Local Operations Center (LOC) *(For additional information refer to the CLEC Handbook)*

Manager:	Teresa Dandridge	Tel: 909-369-2364
		Pgr: 909-216-5471
	Martha Hudson	Tel: 909-369-2238
		Pgr: 909-216-0186
Area Manager:	Dan Aguirre	Tel: 909-369-2282
		Pgr: 800-469-3418
General Manager:	Sam Tenerelli	Tel: 626-578-4766
		Pgr: 888-691-5605
Vice President:	George Keely	Tel: 214-464-8520
		Pgr: 888-537-2186

**SNET
LSC/LOC
Escalation and Expedite Guidelines and Contacts
Line Sharing**

Date: **November 7, 2000**

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| - Memorial Day | - Thanksgiving (Day After) |
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Contact Names & Telephone Numbers:

Local Service Center (LSC):

Area Manager:	Mary Ellen Attardo	Tel: 817-212-1200 Pgr: 877-663-5984
General Manager:	Mary Ann O'Brien	Tel: 214-464-8140 Pgr: 800-771-9109
Director:	Karen Fawcett	Tel: 203-634-5210 Pgr: 203-634-5210
Vice President:	Robert Rice	Tel: 203-634-6301

Local Operations Center (LOC) *(For additional information refer to the CLEC Handbook)*

LOC:	Service Representative	800-422-8440
Manager:	Manager On Duty	800-422-8440
Area Manager:	Cathy McDonald	Tel: 860-450-3700 Pgr: 860-820-8442
General Manager:	Maryianne Hyland	Tel: 860-450-5737 Pgr: 860-820-6016
Vice President:	Marianne Esposito	Tel: 203-420-1059 Pgr: 860-820-8484

**Southwestern Bell
LSC/LOC
Escalation and Expedite Guidelines and Contacts
Line Sharing**

Date: **November 7, 2000**

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Contact Names & Telephone Numbers:**Local Service Center (LSC):**

Customer Care:	Service Representative	Tel: 888-248-6398
Customer Care Manager(s):	Jeremy Kunkel	Tel: 817-212-8154
		Pgr: 888-525-3163
	Lance McNeil	Tel: 817-212-8176
		Pgr: 888-431-3548
	Rod Woodson	Tel: 817-212-8152
		Pgr: 800-532-3979
Area Manager:	Alisha Harla	Tel: 817-212-8128
		Pgr: 877-428-8250
General Manager:	Sheila Van Pelt	Tel: 817-212-1200
		Pgr: 877-663-5984
Vice President:	Maria Dillard	Tel: 214-464-8140
		Pgr: 800-771-9109

Local Operations Center (LOC) *(For additional information refer to the CLEC Handbook)*

LOC:	Service Representative	800-220-4818
Manager:	Sam Gross	Tel: 817-212-5155
		Pgr: 877-417-8449
Area Manager:	Don McQueary	Tel: 214-589-6301
		Pgr: 800-862-8153
General Manager:	Charles Cooper	Tel: 817-871-1500
		Pgr: 800-310-4615
Vice President:	George Keely	Tel: 214-464-8520
		Pgr: 888-537-2186

Top Five Covad/ILEC Linesharing fixes

- (1) ILEC certification of central office installation
 - Covad to provide each ILEC with central office certification priority list at today's meeting
 - certification of central office readiness to be completed within two weeks -- by 12/14/00
 - single Covad test order for each central office to be processed on 12/14/00 and given standard interval
 - if test order is not provisioned within interval, joint Covad/ILEC walkthrough of central office to take place within 48 hours, using Covad walkthrough spreadsheet (sample handed out today).
- (2) Testing for data continuity
 - Avoids double-dispatch, trouble ticket resolution process, and provisioning problems
 - MDF data continuity testing on every order
- (3) Real-time central office provisioning support
 - ILEC technicians on field dispatch can access central office technicians real time
 - Covad seeks parity access to real-time assistance
- (4) OSS prequalification tool
 - Using customer phone number, Covad must have access to (1) Total Loop Length; (2) Equivalent 26 Gauge Loop Length; (3) Total Bridge Tap Length; (4) Total Number of Bridge Taps; (5) Loop Medium (Copper, Fiber, etc.); (6) Presence of Pair Gain and/or DLC; (7) Presence of DAML
- (5) Jeopardy Notification